



PJCC MEMBERSHIP EXPERIENCE ASSOCIATE

Job Type: Part -Time (up to 24 hours per week)

Location: Prosserman JCC, 4588 Bathurst Street, North York, ON

Rate: \$17.65 per hour

Availability Required: Monday 4-10pm, Friday 4-10pm, Saturday 9am-5pm

Are you our next Membership Experience Associate?

At your core, you're a superb **community connector** with a strong flair for helping people and providing exceptional customer service. **Jewish culture, traditions, and a connection to Israel** are evident in your passionate and friendly interactions. You are also able to work a **flexible schedule including some evenings and weekends**. Your English language skills are superior, oral and written, and if you speak Hebrew and/or Russian it is a huge asset. This position supports our front-line Membership Sales and Programs teams by providing the following essential service functions:

- Greet and assist members and guests, ensuring a positive first and last impression.
- Provide accurate and friendly information about JCC programs, services, and events via in-person, phone, email, social media, and live chat.
- Promote and sell JCC programs, classes, and special events.
- Stay informed on program updates and new offerings.
- Provide wayfinding assistance, distribute towels and wristbands at the main floor atrium desk.
- Maintain cleanliness and organization at the fitness floor desk, including restocking wipes, tidying weights, vacuuming turf, assisting with equipment checks, and performing minor repairs.
- Handle administrative tasks as needed.
- Support sales and service teams with tours, introductions, meeting bookings, confirmations, and new member onboarding.
- Professionally address and resolve complaints, escalating to a supervisor when necessary.
- Ensure smooth communication and shift transitions within the team.
- Submit and follow up on maintenance requests with facilities and property management.
- Represent the JCC by engaging with members and guests, helping them feel 'at home.'
- Actively participate in JCC programs and events to enhance the community experience.

What do you bring?

- Superior customer service skills
- At least one year in a customer facing role
- Excellent oral and written communication in English (Hebrew or Russian is an asset)
- A positive and optimistic approach in problem solving and team collaboration
- Ability to multitask and manage multiple priorities effectively
- Strong technological skills and ability to support members who need guidance
- Commitment to the mission of the JCC and comfortable working for a non-profit organization
- A passion for serving in the Jewish community

Who We Are:

The Jewish Community Centre (JCC) is more than just a workplace—it's a vibrant hub of culture, connection, and community. As one of the largest engagement platforms in the Greater Toronto Area, we offer a diverse range of programs, including arts, fitness, education, daycare, summer camps, and more.

With a bold goal to triple our community engagement by 2026, we are on a transformative path to become the beating heart of Jewish life in the region. Join us in shaping the future of the JCC experience for 75,000+ people annually!



Perks & Benefits:

- Discounted JCC Membership – Access to our fitness centers, classes, and programs.
- A flexible, people-centered work environment that values your well-being.
- Free parking

Ready to Make an Impact? Apply Today!

We welcome candidates from all backgrounds and experiences—don't self-select out if you don't meet every requirement. If this role excites you, we want to hear from you!

Please e-mail Lia Baird, Human Resources Generalist at lbaird@srcentre.ca by **June 30, 2025** with your **resume** and **weekly availability**.

We appreciate your application; however, we will only be contacting the candidates we wish to interview.